

#	RFP Section Mapping	Category	Clarification Question	Answers
1			Will the OMNIA NCPA 01-143 cooperative contract be eligible on a proposal or is DIR required.	We can accept DIR proposal
2			Are you willing to disclose the name of the current solution you are looking to replace? If so, what is it.	Prefer not to disclose
3			Are you looking to migrate any data from that system? If so, # of tickets, # of assets, etc.	Yes. As of 7/27/26, there are 1160 tickets from the last year in various disposition statuses.
4			In the first paragraph, you mention supporting other external groups. What groups or departments?	External requestors: Approximately 50 named users requiring portal access. Additional non-authenticated users (e.g., PSAP personnel) may submit tickets via email.
5			Section B, Bullet 1 – Integration with NMP or monitoring platforms	The solution should support integration with enterprise monitoring and alerting platforms. Vendors should describe capabilities for alert ingestion, event correlation, automated ticket creation, and status updates.
6			Please confirm that when you refer to NPM you mean the package manager for the Javascript runtime environment? If not, please describe your definition of NPM.	NPM- Network Performance Management
7			What are the existing monitoring systems that you intend to integrate with?	The solution should support integration with enterprise monitoring and alerting platforms. Vendors should describe capabilities for alert ingestion, event correlation, automated ticket creation, and status updates.
8			Section C, Bullet 6 – Options for migration from the existing system.	What options are available for migrating from our current ticketing system?
9			What ticketing system are you migrating from?	Prefer not to disclose
10			How much data do you wish to migrate?	The last calendar year of data.
11			Does the District have a preferred ITSM platform, technology ecosystem or shortlist of products that respondents should consider? For example, is the District currently considering or comparing platforms?	No
12			Please clarify the licensing structure the District expects vendors to propose.	Open to multi-year agreement to be paid annually. Approximately 30 support agents.
13			What ticketing or ITSM system is currently being used?	Prefer not to disclose
14			Has the District established a budget range for this project, including software licensing, implementation, migration, training, and ongoing support?	The estimated annual budget for this new contract is not being disclosed. The District requests that proposers submit their best and most competitive pricing based on the scope of services provided.
15			Could the District please clarify the expected pricing format for the multi-year subscription? Specifically, should vendors provide a year-by-year cost breakdown (e.g., Year 1, Year 2, etc.)?	Yes, please provide year-by-year cost breakdown
16			The RFP identifies an estimated project start date of September 14, 2026. Could the District please clarify the expected implementation timeline and target go-live date following project kickoff?	Estimated go-live date of January 2027
17			Does the District have a preferred implementation approach (onsite, remote, or hybrid)?	Hybrid
18			The RFP provides approximate user counts. Could the District please confirm the breakdown of users who will require full system access versus portal-only access?	Support agents: Approximately 30 (Multiple groups- 9-1-1, internal IT, facilities, etc.) will require full system access. Only 5 users would have access to configuration changes.
19			Is the District currently using an existing ticketing or ITSM system? If yes, please specify the platform.	Prefer not to disclose
20			Will data migration be required as part of this project? If so, please provide details on the volume of tickets, attachments, knowledge base content, and other data to be migrated.	1160 tickets.
21			Should the migration include only active/open tickets or the full historical dataset?	Full year of open & close tickets.
22			Which monitoring or Network Performance Monitoring (NPM) platform(s) are currently in use and expected to integrate with the proposed solution?	The solution should support integration with enterprise monitoring and alerting platforms. Vendors should describe capabilities for alert ingestion, event correlation, automated ticket creation, and status updates.
23			Are there any additional systems or third-party applications that need to be integrated with the proposed solution?	The solution should support integration with enterprise monitoring, alerting, collaboration, and notification platforms. Vendors should describe supported integration methods and capabilities.
24			Is standard vendor support sufficient, or does the District require dedicated technical resources for faster issue resolution?	Standard vendor support is sufficient
25			Is there an estimated or allocated budget range for this project that vendors should consider while preparing their proposal?	The estimated annual budget for this new contract is not being disclosed. The District requests that proposers submit their best and most competitive pricing based on the scope of services provided.
26			What was the annual spend under the previous contract for these services?	\$18,000
27			If this is a new contract, what is the estimated annual budget?	The estimated annual budget for this new contract is not being disclosed. The District requests that proposers submit their best and most competitive pricing based on the scope of services provided..
28			Is the agency open to a hybrid delivery model utilizing a combination of onshore and offshore resources?	Hybrid
29			Will the work be performed onsite, remotely, or through a hybrid arrangement?	Hybrid
30			Would it be possible to consider a 1-2 week extension to the proposal submission deadline?	No
31			Is this contract intended for a single vendor or for multiple vendors?	Single vendor
32			Who is the current or previous incumbent vendor for these services?	Prefer not to disclose
33			Are there any challenges, gaps, or pain points with the current solution or contractor that the agency is looking to address through this procurement?	licensing model, configuration issues
34			Is there a projected contract award date and anticipated start date?	Vendor selection 8/31, Start Q4 2026
35			Are there any mandatory subcontracting goals associated with this contract?	NA
36			Is there a projected award and start date?	Vendor selection 8/31, Start Q4 2026
37			Could the District please clarify the expected pricing format for the multi-year subscription? Specifically, should vendors provide a year-by-year cost breakdown (e.g., Year 1, Year 2, etc.)?	Yes, please provide year-by-year cost breakdown
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40			The RFP provides approximate user counts. Could the District please confirm the breakdown of users who will require full system access versus portal-only access?	Support agents: Approximately 30 (Multiple groups- 9-1-1, internal IT, facilities, etc.) will require full system access. Only 5 users would have access to configuration changes.
41			Is the District currently using an existing ticketing or ITSM system? If yes, please specify the platform.	Prefer not to disclose
42			Will data migration be required as part of this project? If so, please provide details on the volume of tickets, attachments, knowledge base content, and other data to be migrated.	Yes. As of 7/27/26, there are 1160 tickets from the last year in various disposition statuses.
43			Should the migration include only active/open tickets or the full historical dataset?	Both from the previous 365 days.
44			Which monitoring or Network Performance Monitoring (NPM) platform(s) are currently in use and expected to integrate with the proposed solution?	The solution should support integration with enterprise monitoring and alerting platforms. Vendors should describe capabilities for alert ingestion, event correlation, automated ticket creation, and status updates.
45			Are there any additional systems or third-party applications that need to be integrated with the proposed solution?	The solution should support integration with enterprise monitoring, alerting, collaboration, and notification platforms. Vendors should describe supported integration methods and capabilities.
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48		RFP Ticketing System/General	What existing tools or systems does T911 intend to replace or retire as part of this initiative.	Prefer not to disclose
49		RFP Ticketing System/General	We would also value T911's perspective on the current maturity of its service organization, including its processes, staffing levels, and support capabilities. Are your processes currently aligned with ITIL?	NA
50		RFP Ticketing System/General	In addition, we would like to understand whether T911 anticipates that a significant Organizational Change Management effort will be required to support adoption of the new solution.	No
51		RFP Ticketing System/General	Tarrant County IT owns and has an active procurement for ServiceNow license renewals. Would Tarrant 911 have ability to utilize that contract and instance or do they need to be treated independently?	We would need to be treated independently
52		RFP Ticketing System/General	Is T911 required to use FedRamp for SaaS solutions?	NA
53		RFP Ticketing System/General	There is mention of needing a service portal for external requestors- can you elaborate more on who these external users would be and what type requests they are anticipated to make?	External requestors- our customers would need to open service tickets by email or portal
54		RFP Ticketing System/General	Do you currently have published SLAs? for IT Service Delivery? Can you share some detail?	No
55		RFP Ticketing System/General	You mention possible mobile access for technicians. How are these technicians currently assigned work orders?	Email, portal, mobile app
56		RFP Ticketing System/General	You mention the ability to generate tickets from alerts and handling correlation or noise reduction. What system current handles monitoring & alerts?	The solution should support integration with enterprise monitoring and alerting platforms. Vendors should describe capabilities for alert ingestion, event correlation, automated ticket creation, and status updates.
57	A	Users	What are the different support groups and their responsibilities?	Technology (internal and external), Facilities
58	A	Users	Will external users require Single Sign-On (SSO) authentication or local portal accounts?	SSO not required, local portal accounts preferred
59	A	Users	Are external users segregated into different organizations requiring data isolation?	Not required, vendor should show options for internal/external data segregation.
60	A	Users	Is mobile application required, or is browser-based mobile access sufficient for technicians?	Either a mobile application or browser-based mobile access is sufficient
61	A	Ticket Volume	What is the projected ticket growth over the next 3-5 years?	10% /year
62	A	Ticket Types	Besides Incident and Service Request Management, are Change, Problem, Knowledge, CMDB, or Asset Management modules in scope?	These are not required as part of the initial scope. Respondents may include these capabilities as optional value-added components.
63	A	Workflows	Approximately how many incident and request workflows are required?	Approximately 10-20 standard incident and service request workflows.
64	A	SLA Management	How many SLA definitions, priorities, and business calendars are required?	5-10 SLA definitions, 5 priority levels
65	A	Routing	How should tickets be assigned (assignment groups, skills, location, business service, etc.)?	Primarily by assignment group
66	A	Reporting	Approximately how many dashboards and operational reports are required?	Approx. 5 dashboards, 20+ reports
67	A	CMDB	Is CMDB and/or Asset Management implementation part of this engagement?	CMDB and Asset Management implementation is not required for this engagement but may be proposed as an optional enhancement.
68	A	Knowledge	Is Knowledge Management required as part of the proposed solution?	Knowledge Management is not required as part of the initial scope. Respondents may include these capabilities as optional value-added components.
69	A	Self-Service	Should the external portal include a Service Catalog and Knowledge Base?	Not required at this time
70	A	Automation	Are workflow approvals, notifications, and business process automation required beyond standard workflows?	yes
71	A	AI	Is Virtual Agent and/or AI Agents expected as part of the solution?	Virtual Agent and AI Agent capabilities may be desirable and may be included as optional features, but they are not required.
72	A	AI	Is AI-based ticket categorization and intelligent routing required?	AI-based ticket categorization and intelligent routing are considered value-added capabilities but are not mandatory requirements.
73	A / B	Email Integration	Are multiple inbound email addresses required for ticket creation and routing?	Yes- internal, external
74	B	Monitoring	Which Network Performance Monitoring (NPM) solution(s) are currently deployed?	The solution should support integration with enterprise monitoring and alerting platforms. Vendors should describe capabilities for alert ingestion, event correlation, automated ticket creation, and status updates.
75	B	Monitoring	Which monitoring or alerting systems require integration (SolarWinds, PRTG, SCOM, Nagios, etc.)?	The solution should support integration with enterprise monitoring and alerting platforms. Vendors should describe capabilities for alert ingestion, event correlation, automated ticket creation, and status updates.
76	B	Monitoring	Besides Email, teams, PagerDuty, what are the other Alerting Services	Slack
77	B	Alert Correlation	Is AI-based event correlation expected, or will rule-based correlation meet the requirement?	Rule-based correlation will satisfy the requirement. AI-based event correlation may be proposed as an optional enhancement.
78	B	Notifications	Which communication platforms must be integrated (Microsoft Teams, Email, PagerDuty, SMS, etc.)?	The solution should support integration with enterprise communication, collaboration, and notification platforms using industry-standard APIs and integration methods. Vendors should describe supported integrations and capabilities.
79	B	Integrations	Are integrations required with Active Directory, GIS, ERP, Asset Management, HR, Microsoft 365, or other enterprise applications?	Not required. Vendors should describe supported integrations and capabilities.
80	C	Existing Environment	Which ticketing platform is currently being used?	Prefer not to disclose
81	C	Existing Environment	What are the multiple disparate tools currently in use (ticketing, monitoring, asset management, knowledge management, etc.)?	Various applications, spreadsheets, and documentation
82	C	Existing Environment	Approximately how many active and historical tickets need to be migrated?	1160 as of today
83	C	Existing Environment	Are ticket attachments, comments, work notes, and audit history required to be migrated?	Yes
84	C	Testing	Who will perform User Acceptance Testing (UAT), and who is responsible for sign-off?	TBD
85	C	Training	Is administrator training required in addition to end-user training for approximately 10 staff?	Yes
86	C	Managed Support	Is post-go-live managed support required? If yes, what support model (8x5, 24x7, etc.) is expected?	Post-go-live managed support may be required for an initial stabilization period (60-90 days) following go-live. Thereafter, support is expected to transition to the internal IT team. Vendors should describe available support offerings, SLAs, and knowledge transfer processes.
87	C	Managed Support	Onsite resource support required or offshore or Hybrid	Hybrid
88	C	Managed Support	What service levels (SLAs) are expected for support of the ITSM platform?	Standard vendor support with defined response and resolution SLAs for critical and non-critical issues.
89	C	Project Timeline	Is there a target implementation or go-live date?	Vendor selection 8/31, Start Q4 2026
90	C	Acceptance Criteria	What are the formal project success criteria and acceptance criteria?	Successful implementation of agreed-upon requirements, user acceptance testing completion, and production readiness.
91	D	Licensing	Will the licenses be procured directly by the District, or should licensing be included in the proposal?	Please include licensing in the proposal
92	F	Security	What Identity Provider is used for authentication (Azure AD, Microsoft Entra ID, Okta, ADFS, etc.)?	Not required at this time
93	F	Security	Is Multi-Factor Authentication (MFA) mandatory for internal and external users?	Not required at this time
94	F	Compliance	Are there regulatory or compliance frameworks (CJIS, ISO 27001, NIST, SOC 2, etc.) that must be met?	Not required at this time
95	F	Hosting	Is SaaS deployment preferred, or are there any hosting or data residency restrictions?	SaaS deployment preferred
96	F	Audit	What audit log retention period is required?	Minimum one-year retention preferred.
97	F	Disaster Recovery	What are the required Recovery Time Objective (RTO) and Recovery Point Objective (RPO) for the ITSM Platform	Vendor standard business continuity capabilities are acceptable; provide RTO and RPO details in the proposal.
98	General	General query	Are the present 'AS IS' application requirements need to be implemented in the new ITSM platform or will there be new requirements 'TO BE' as well	Existing critical functionality and processes must be supported, while allowing for process improvements, automation, and future-state enhancements identified during implementation.
99	General	General query	Are the requirements document ready or will there be an analysis phase?	Selection will be based on requirements in the RFP and analysis by the RFP review team



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100	General	General query	Is there any inclination/preference towards a particular ITSM product with respect to future capability, flexibility and maturity of the product or cost/licensing is important ?	No
101	General	General query	Are there standardized mature ITSM processes artefacts and documents for incident, request and event management processes	No
102	General	General query	Any integrtaion required with callicenter or IVR based system?	No